

CLERICAL SPECIALIST

DUTIES

1. Under supervision, to prepare reports covered by standard practice and schedule;
2. To keep office records;
3. To provide service to the public and to resolve complaints; and
4. To provide general clerical services

ACCOUNTABILITIES

1. Preparing reports covered by standard practices and procedures.
 - A. Gathering, analyzing, and comparing data from different sources for reports.
 - B. Arranging data.
 - C. Preparing forms, reports, requisitions, notices, bills, payrolls, legal descriptions, statements, permits, applications, and other reports.
 - D. Proofreading prepared reports.
2. Keeping office records.
 - A. Recording and tabulating time worked by employees.
 - B. Computing, accepting, giving receipts for charges, fees, deposits due, and depositing money.
 - C. Keeping tallies, totaling items, and balancing totals.
 - D. Preparing, checking, listing invoices, bills, vouchers, payrolls, and time records.
 - E. Checking and tabulating statistical data.
 - F. Maintaining records of small petty cash accounts.
3. Providing service to the public and resolving problems.
 - A. Answering the telephone, attending the counter, and giving out routine information or referring callers to proper party.
 - B. Meeting the public to answer inquiries or listening to complaints regarding procedures and policies.
 - C. Giving out and preparing forms and applications.
 - D. Delivering documents to other offices.
 - E. Explaining legal regulations and procedures and answering inquiries about department standards and procedures.
 - F. Issuing licenses and permits according to standard policies and procedures.
4. Providing general clerical services
 - A. Comparing, matching, sorting, consolidating, alphabetizing, arranging, indexing, filing, retrieving, and maintaining files on cards, letters, documents, correspondence, indexes, mailing lists, ordinances,

- resolutions, and public records where discretion is involved.
- B. Preparing materials for mailing including stuffing, addressing, sealing, and weighing envelopes.
- C. Maintaining inventory records, card indexes, mailing lists, files, calendars, visible and loose leaf files, manuals, and other reports.
- D. Requisitioning, sorting, and distributing office supplies and equipment.
- E. Receiving, timestamping, checking, registering, distributing, dispatching, and filing mail and correspondence.
- F. Making simple drawings.
- G. Operating duplicating, calculating, adding, and addressing equipment.
- H. Maintaining a cross-reference index system.
- I. Maintaining control files of matters in progress and expediting their completion.
- J. Keeping records of contracts, work reports, and reports of personnel and preparing statements or reports from such records.

MINIMUM QUALIFICATIONS

1. Education and Experience

- A. Classified as a Clerical Technician or Switchboard Operator (promotional only); or
- B. Five (5) years general clerical experience, or a combination of general clerical experience and training equal to five (5) years (open only).

2. Knowledge and Skill Requirements

- A. Knowledge of modern office methods, procedures, and equipment
- B. Knowledge of alphabetizing, indexing, and filing methods.

3. Abilities

- A. Ability to spell and use good English.
- B. Ability to make comparisons and accurate computations.
- C. Ability to establish and maintain effective and harmonious relationships with the public and fellow employees.
- D. Ability to understand questions and to give clear and satisfactory explanations.
- E. Ability to type from clear copy at a rate of not less than 40 net words per minute.
- F. Ability to understand and interpret oral and written materials.
- G. Ability to organize and maintain files.

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05/23/84

CSB 19840522
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84-0381R